

Jim Sides  
Board Chairman



William Peoples  
Vice-Chairman

## **ROWAN COUNTY BOARD OF SOCIAL SERVICES**

**The Rowan County Board of Social Services will improve the quality of life in Rowan County by supporting the Mission of the Department of Social Services. Toward this end and in cooperation with public and private entities, we will identify needs, and devise and focus resources to deliver services responsively and compassionately.**

### **MONTHLY MEETING Department of Social Services Rowan County DSS February 24, 2015 @ 5:30 PM**

#### **AGENDA**

1. Call to Order
2. Review of Mission Statement
3. Invocation
4. Pledge of Allegiance
5. Additions to Agenda
6. Deletions to Agenda
7. Approval of Agenda
8. Approval of Minutes
  - a. DSS Board Minutes January 2015
9. Comments from the Community
10. Approval of Reports
11. Division Reports
12. Data Dashboards
13. In-depth review of Social Work Services Dashboard
14. Overview of FY'16 Budget Expansion
15. Adjourn

**Note: Any person who needs an accommodation in order to participate in the meeting should contact Kelley Williams (704.216.8400) at least 24 hours in advance of the meeting.**

**ITEM TITLE:** DSS Board Minutes January 2015

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**ATTACHMENTS:**

**Description**

[DSS Board Minutes January 2015](#)

**Upload Date**

2/19/2015

**Type**

Cover Memo

**Rowan County  
Board of Social Services  
January 27, 2015  
Minutes**

The Rowan County Board of Social Services met Tuesday, January 27, 2015 at 5:30 p.m. in the large meeting room at 1813 East Innes Street, Salisbury, NC.

**MEMBERS:**

Jim Sides, Chairman  
Arnold Chamberlain  
DeeDee Wright

Mr. Peoples notified the Director that he was in the hospital.

**OTHERS IN ATTENDANCE:**

Donna Fayko, Pat Spears, Kelly Johnson, Rebecca Smith, Joshua Stutts, Judy Klusman, Josh Bergeron (Salisbury Post)

**PROCEEDINGS:**

1. Call to Order: Chairman Sides called the meeting to order at 5:30 p.m.
2. Review of Mission Statement: Chairman Sides read the Mission Statement.
3. Invocation: Mr. Chamberlain had the opening prayer.
4. Pledge: Mr. Chamberlain led the Pledge.
5. Additions to Agenda: None
6. Deletions to Agenda: None
7. Approval of the Agenda: **Ms. Wright moved approval of the agenda as presented. Mr. Chamberlain seconded, and the motion passed with all in favor.**
8. Approval of Minutes: There were Open Session Minutes from the November 2014 meeting and Open Session Minutes from the December 2014 meeting to be approved. Mr. Sides called for changes or revisions to the Minutes. There were none. **Mr. Chamberlain moved approval of all Minutes as presented. Ms. Wright seconded, and the motion carried with all in favor.** Chairman Sides shared thank you card from ESD staff.
9. Comments from the Community: None. Commissioner Judy Klusman was present for the meeting and was recognized by the Board. Salisbury Post reporter, Josh Bergeron was recognized by the Board.
10. Approval of Reports: Chairman Sides called for comments on reports.

**Child Support**: Referencing the Child Support report, Mr. Sides noted that several members of the Unit met with Kenya Newsome, regional representative for Child Support. Judge Kluttz has stepped down, and James Randolph was elected to replace Judge Kluttz. Mr. Sides asked if any staff members had reached out to Judge Randolph. Ms. Fayko will follow up on that question and request a meeting if one has not taken place. She advised that Child Support is in court every Monday and Tuesday, and Child Welfare is in court on Thursday. She is certain there has been interaction.

Mr. Chamberlain remarked on the bullet point: "Child Support staff members were reminded to ALWAYS respond to everyone with professionalism, calmness, dignity, and respect, regardless of the other person's behavior." He asked if there are complaints regarding this. Ms. Fayko responded that occasionally she will get a complaint, and she follows up on those personally. Most times these complaints involve giving information to customers that they do not want to hear. Instances in which an employee is discourteous are addressed by management.

**Economic Services:** Regarding LIEAP figures, Mr. Sides remarked there were 536 applications in January, amounting to \$157,400 in expenditures, and averaging \$294 per person. There is \$531,700 remaining and two months to spend those funds. That means we would need 904 applications per month to use the entire allocation. He asked if we anticipate that type of response to the program. Ms. Spears responded we had the same amount of funding allocated this year that we had last year. Last year, we spent just under \$500,000. Last year, December and January were target months for the aged and disabled, and we served less people in those two months. This year, only December was a target month for that population. The program opened to the public in January. In the first six weeks, we have already spent more than half of the allocation. We expect to spend more this year than we spent last year, but we do not expect to spend the entire allocation. Any funds not spent revert back to the State.

Ms. Wright asked how the program is administered. Ms. Spears explained that we hired four temporary workers to take applications and complete vouchers for services. The State provides funding for administering the program, including hiring temporary workers. Income Maintenance Technicians, supervisors, office assistants, and workers not working on the Medicaid backlog are also assisting with the program this year as there is not enough staff to cover the normal work load and administer LIEAP. Every customer who comes in to apply for the program must be seen by a worker. Ms. Spears explained the difference between LIEAP and CIP (Crisis Intervention Program) funds. CIP funds are administered by Rowan Helping Ministries and are used when a customer is in a "crisis" or utilities disconnect situation. LIEAP is not crisis driven. It is low income assistance to help customers with their heating costs.

Mr. Sides remarked on the Medicaid Recertification Update. He advised there was a meeting today with the Secretary of Health and Human Services, Dr. Aldona Wos. He felt the meeting was very productive. She was willing to listen to the problems being encountered, and made offers of assistance in certain areas. There are a large number of Medicaid cases that are supposed to be completed by March 31<sup>st</sup>. That will be a huge task, especially with the amount of turnover DSS has experienced. He thinks Sec. Wos understands our situation. He asked how many cases are overdue. Ms. Spears advised that "overdue" means the case is not receiving benefits until the review is complete. These are not new applications, but active cases whose certification period has ended. These are cases that are in certain categories that the State does not automatically roll forward until the review can be processed. As of this morning, we had 305 overdue cases. These are cases that are not receiving benefits until the review is complete, they are found to be eligible, and the case is updated in NC FAST. Mr. Chamberlain asked an estimated time frame for the lapse in benefits. Ms. Spears responded she could not tell how long a case had been overdue. There is another 482 cases in that category, but their certification date ends February 28. Cases not complete by January 31<sup>st</sup>, will be overdue next month. Additionally, there are 9,996 recertifications due the month of February. These are the cases that have been automatically extended by the State for the past year. We are hiring past employees who will be "moonlighting" and working from home to help address this situation. The State is providing funding to assist counties in getting these cases caught up.

Referencing the Sustainability Plan, Mr. Sides advised we are allowing workers to work remotely. There is always concern about productivity of workers who work from home. We have means of determining productivity of these workers. He asked Ms. Fayko to explain further. We use Northwoods Compass, and all records are digital. Workers can access their work through Citrix and do the same work from home that they can do on-site. The system will tell when a case has been accessed or updated and the amount of time spent working on that case. In addition, every worker must submit a day sheet recording every minute of their time. We feel there are good controls for monitoring remote workers.

Revisiting the reviews and backlog, Ms. Spears explained that our best workers can only process about ten reviews a day. Entering the information into NC FAST is time consuming. Mr. Sides pointed out there is a cost to the State on cases pending review because there are people receiving benefits that are no longer eligible. Another cost is that if we do not get these cases processed, we could be fined. The State could have counties reimburse them for benefits paid out to these clients who are no longer eligible but who have received benefits.

Mr. Chamberlain asked the benefit of having staff work remotely. Ms. Fayko explained that it offers workers flexibility, especially our young mothers who would struggle to meet the mandated overtime because of daycare arrangements for their children, etc. While employees benefit from the flexibility, the agency benefits from the overtime spent working on the cases.

There was discussion that the NC FAST program goes down at 9:00 p.m. for uploads and goes back on line at 5:00 a.m. However, employees who are working from home may access records through the Northwoods system, pull the information needed for reviews, and have the case ready to key the following day when NC FAST is up.

Referencing the last paragraph of the Economic Services report, Mr. Chamberlain noted that Mr. Sides presented information on the Sustainability Plan to the Commissioners. He and Ms. Fayko expressed appreciation to Chairman Sides for his support through the process.

**Finance:** Mr. Sides called for comments. There were none.

**Social Work Services:** Mr. Sides noted that under the Adult Services monitoring, there were some paperwork errors noted. He felt those were minor errors since there were no penalties initiated, and the corrective action was implemented and has already been completed.

Referencing the Community Protocol Update, Mr. Chamberlain noted that Ms. Smith and Beth Moore, Director of the CAC, had met with Novant to obtain updates to their section of the Protocol. Ms. Smith reported that they met with Stacy Wright, who will be Novant's representative for the CCPT and Child Fatality Prevention Team going forward. Updates will be presented at the next LEPC meeting.

**Data Dashboards:** Mr. Sides advised that at a future Board meeting, we will begin taking one division at a time and reviewing the information presented on the dashboards. Referencing Economic Services, Total Medicaid Cases for November and December, and Total Medicaid Recipients for November and December, Mr. Sides noted an increase to both dashboards. Ms. Spears advised that the November totals reflect cases that were in the legacy system **and** in NC FAST. We had to take the totals out of EIS and NC FAST to arrive at these totals. November totals come from two different sources. December data comes from just NC FAST and there is no way to separate the SSI recipients who automatically qualify for Medicaid from the recipients who must apply for benefits in NC FAST at this time. All Medicaid cases transferred to the NC FAST system in December. Mr. Sides noted that the total Medicaid recipients for December are 30,168.

Referencing the Food and Nutrition Services information, it was noted that the FNS Recipients is 25,587. It looks like there was a drop in December. Those figures vary from month to month. Ms. Spears remarked that reviews are included in the totals. If a review is not turned in, the case closes, and those cases drop from the next months' totals, which also has an impact on monthly totals.

**Director's Report:** Ms. Fayko referred to the staff turnover information, and noted that some are turnover figures as several employees have been promoted.

Rowan County has been very active in development of the Child Welfare module for NC FAST. There have been meetings with Joe Cooper, CIO for the State, and Angela Taylor, NC FAST Director, is meeting with us twice a month. There are phone calls twice a week. We have a frontline social worker, Whitney Peterson, who is reviewing the Child Welfare System requirements for NC FAST. We are determined to work toward having a quality case management system for Child Welfare.

Mr. Chamberlain referenced Resignations, and noted there are reasons given for some of the resignations. Do we have reasons for others? Two went to work at Cabarrus County, one to an adult care home, one is returning to us as a temp, one to a bank, and one left us to be a stay at home mom. Ms. Fayko pointed out that one worker who left us to go to Cabarrus County was going to rescind her resignation, and Cabarrus offered her more money on top of the salary increase she was already getting to go there.

We are currently interviewing for a CPS Social Worker. This is a new position funded by the State and approved by the Commissioners. There are two vacancies in Economic Services, and those are in the process of being filled. There will be two internal promotions to supervisory positions, which will create two vacant positions.

There being no further discussion of reports, Chairman Sides called for a motion to approve. **Mr. Chamberlain moved approval of all reports. Ms. Wright seconded, and the motions passed with all in favor.**

11. DSS Achievements for 2014: Information from a Power Point presentation made at DSS all staff meeting in December was included in the Board packet. Ms. Fayko provided highlights from the presentation. There have been challenges in 2014, but they were all met with success. Economic Services met the USDA goal to bring the FNS program current following implementation of NC FAST. The Affordable Care Act increased the Medicaid workload, but staff eliminated 2,400 overdue applications and was recognized by the NC Division of Medical Assistance for their quick action. A Medicaid audit was completed during this time, and we passed with no findings to the agency. Medicaid Transportation passed their audit, while 50 percent of the counties failed. The Child Care program passed its audit with high marks. Work First migrated to NC FAST, and maintained 100 percent timely processing of applications. The Child Support team maintained excellent progress towards State incentive goals. They met or exceeded all self assessment goals. Child Support staff was recognized four separate times throughout the year for having top agents across the State. They collected \$4 million in six months, for a total of \$60.5 million collected since 2008. Social Work staff focused on increasing case initiation and contacts. Several staff met 97 to 100% of case contact requirements throughout the entire year. Effort was spent seeking relatives for child placement resulting in one-third of all foster children being placed with family. This reduced the number of youth in residential placements, which resulted in a direct cost savings to the County.

Last fiscal year, DSS returned \$2.9 million to the County fund balance, partially due to changes in foster care placement. Eleven resource families completed a Resource Parenting curriculum from the National Child Traumatic Stress network. More children were placed with absent fathers. Cases from Rowan in the Federal IV-E audit were 100 percent accurate, which effects funding for Child Welfare. Business processes were enhanced through protocol development and on-boarding plans for new staff. Great strides have been made in creating a trauma-informed community. That means better trained foster families, certified clinicians, and trauma-trained social workers. Use of technology has improved efficiency. We have iPads for work in the field, which is helping workers stay up to date with documentation. Monitoring of Adult Services revealed all scores above 95 percent. Community outreach was engaged to increase awareness of elder abuse and services available. Fiscal staff scored 100 percent in the Single County audit and the Internal Controls and Risks monitoring. Re-vamping of DSS expense ledgers has eliminated excessive budget amendments. The Administrative Support (reception) staff has taken on additional job duties through LIEAP and customer service.

There will be a Senior Leadership Team strategic planning session on February 4<sup>th</sup>, where goals will be set for the coming fiscal year.

Board expressed that they are impressed that audits in all areas noted no findings that resulted in the County having to reimburse the State. This is particularly remarkable given the changes in workload across the agency and the backlog in Economic Services. They are impressed with the work being done by all staff.

12. Review and Approval of Fraud Plan: Plan was included in the Board Packet. Ms. Spears explained the State provides a template for development of the plan. Ms. Spears was asked to speak to how the level of \$10,000 was selected. Establishment of overpayments can be done through an Intentional Program Violation hearing. Once the client has been disqualified, and if they have earnings, we can intercept Federal and State tax returns. If a client is found guilty of an IPV, there is a judgment against them to pay back those funds. If a client is criminally prosecuted and loses employment, there is less chance that we will ever be able to collect. Thus, holding clients accountable through IPV can produce higher level of recouping overpayments. It was noted that Rowan County has one Fraud Investigator. Mr. Sides advised other counties have more staff involved in fraud investigation, and as we look at staffing in the future, it would be wise to have additional staff in that area.

Ms. Spears said that an important thing about having someone prosecuted is that the work we do in collecting refunds is not public. When a person is prosecuted, it becomes public knowledge. It would send a clear message to others that there are consequences to fraudulent actions. Repayment of these funds would be a deterrent, and sends a message that Rowan County is serious about fraud.

Mr. Sides asked if the Claims Management Plan is a requirement for all counties, and do we know the threshold for other counties?. Ms. Spears explained this is a template from the State, and we sent the Fraud Investigator and her Supervisor to Raleigh for training. Mr. Sides would like us to reach out to surrounding counties and obtain a copy of their plan to see if there is language that we need to incorporate into our plan. Since the document needs to be submitted, Ms. Fayko will do so with the caveat that there may revisions forthcoming.

Ms. Wright asked about the District Attorney's support of the plan. Ms. Fayko explained that if the DA signs off on this plan, there will be no prosecution of claims under \$10,000. The DA needs to look at precedent, staffing, level of evidence needed and capacity of her office before signing off.

**Mr. Sides moved to accept the Claims Management Plan as presented with the understanding this is subject to the approval of the County DA and subject to any changes that may come forward at a later date. Seconded by Ms. Wright, the motion passed with all in favor.**

13. Sustainability Plan Update: Ms. Fayko advised workers are working 10 hours per week per person, paid overtime. We are hiring temps who are trained Income Maintenance workers from surrounding counties. We have filled almost all vacant positions. We are working on the stipend for staff. From the presentation to the Board of Commissioners, there was discussion about a potential payback of the stipend if the employee leaves within the fiscal year. A request has been made of the County Manager and County Attorney for review. Mr. Church wants to check with the School of Government, and a meeting has been set up to discuss his findings. The stipend has not been awarded at this time.
14. Approval of Closed Session Minutes of the November meeting. Closed session Minutes were distributed. **Mr. Sides called for a motion to approve. Mr. Chamberlain moved approval of the Closed Session Minutes. Ms. Wright seconded, and the motion passed with all in favor.** Closed session Minutes were returned.
15. Date of Next Meeting: February 24, 2015 at 5:30 p.m.
16. Adjourn: **There being no further business, Mr. Chamberlain moved to adjourn. By consensus the meeting adjourned at 7:10 p.m.**

Minutes prepared by:  
Kelley Williams and Donna Fayko

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Signed Date

\_\_\_\_\_  
Secretary Date

**ITEM TITLE:** Division Reports

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**ATTACHMENTS:**

<b>Description</b>	<b>Upload Date</b>	<b>Type</b>
<a href="#">Economic Services Division Report</a>	2/19/2015	Cover Memo
<a href="#">Child Support Division Report</a>	2/19/2015	Cover Memo
<a href="#">Social Work Services Division Report</a>	2/19/2015	Cover Memo
<a href="#">Finance Board Report</a>	2/19/2015	Cover Memo
<a href="#">Fiscal Board Report</a>	2/19/2015	Cover Memo
<a href="#">Director's Report</a>	2/19/2015	Cover Memo
<a href="#">Foster Parent Newsletter</a>	2/19/2015	Cover Memo
<a href="#">Agency Calendar March</a>	2/19/2015	Cover Memo

**Economic Services Division Report**  
**Pat Spears, Program Administrator**  
**February 2015**

**Medicaid:**

Current Date:	Past Due Reviews as of current month	Reviews due as of Current Month	Reviews due next month	Reviews due in 2 months	Reviews due in 3 months
02-01-15	258	<b>9,721</b> (Feb 2015)	1,774 (March 2015)	1,763 (April 2015)	1,924 (May 2015)
02-16-15	108	<b>8,654</b>	1,837	1,793	1,961

We completed 1244 reviews in January 2015 and we closed 2165 cases. We have to convert each case before we can complete the administrative process for review. This skews number of actual terminations per month. The report does not differentiate between the converted cases closed from those cases that were closed because the household was no longer eligible for Medicaid after the review was completed or the household failed to return information necessary to complete a review. We have completed 1067 reviews during the first 2 weeks in February. We have 4 IMC I temps (moonlighters) hired and 2 more recommended. While our county hiring practices were relaxed for hiring experienced workers as a moonlighter, we still had to have an employment application, criminal record release and a reference in order to hire for these positions. In addition, there were several security related forms that required them to read and review security rules and to sign off on the documents before we could request access to the state and county systems.

**Food and Nutrition Services:**

It has been difficult to stay current in Food and Nutrition applications and reviews while focusing our experienced staff on Medicaid. We were approved for 6 IMC I temporary positions in the 2013/2014 budget year and all of those positions are filled – of those 6, 3 are dedicated to FNS and 3 are dedicated to Medicaid and all 6 are experienced workers as well. We have 16 of our newest hires in training and learning FNS in addition to the Medicaid program. As they become proficient, the worker should be able to assume both the FNS and Medicaid reviews for their assigned caseloads.

**Staffing:**

Sheila Holshouser was promoted to Social Services Program Manager in January 2015, leaving her position as one of two Adult Medicaid Supervisors. On 2-02-15, Susan Pfannes was promoted from Leadworker to ADMA supervisor, replacing Mrs. Holshouser. Stephanie Barber was promoted from Leadworker to IM Supervisor, replacing Jennifer Harrison who resigned effective 1/2/15. We currently have a Social Work Supervisor II position in Work First/Day Care vacant, a Leadworker position vacant, 3 IMC II positions vacant and 1 OA III position vacant. We have sent hiring recommendations up for 2 of the IMC II positions and are interviewing for the 3<sup>rd</sup> one. The Supervisory and OA III positions just closed on 2/13/15 and the Leadworker position closes on 2/20/15.

**Child Support Division Board Report**  
**Attorney/Program Administrator – Robert Lester**  
**February 2015**

The Rowan County Child Support Division reports the following statistics as of 01/30/2015: Cases Under Order 89.30%, Paternity Establishment 93.34%, Collection Rate 66.98%, and Cases with Payment to Arrears 61.88%. Rowan County Child Support's collections for the month of January 2015 totaled \$786,204.00. As of January 30, 2015, Rowan County exceeded goals in the areas of Collection Rate. Self assessment scores in all areas continue to be well above the state average.

After 20 years of service with the Rowan County Child Support Unit as an enforcement agent, Steve Thackery retired on January 30<sup>th</sup>. Steve's wonderful relationship with his co-workers and child support clientele caused Karen Bost, Steve's supervisor, to request the NC Child Support office retire his worker number. The state office agreed and therefore, there is no longer a ROWA1009. The Child Support Division honored Steve with a breakfast on January 30<sup>th</sup>, and presented him with an Ohio State jersey sporting #9 and his name on the back. Steve will be greatly missed, not only by those in the Child Support Division, but by employees throughout DSS and all of the people whose lives he touched.

**Social Work Services Division**  
**Rebecca Smith, Program Administrator**  
**February 2015**

**Adult Services**

Beginning in March, our new Social Work Services Program Manager, Micah Ennis, will be working to help with the full integration of Adult Services staff under the umbrella of the Social Work Services Division. A transition plan will be developed to include training for Micah in Adult Services.

**Children's Services**

***Resource Parent Training***

The Cabarrus Health Alliance's Innovative Approaches Initiative hosted a training for resource parents entitled "Toxic Stress: The Impact on Young Children and What You Can Do About It!" on Saturday, February 7<sup>th</sup>. This was offered to Cabarrus, Stanly and Rowan County Resource Parents. Our families initially said they would not be able to attend due to no child care being offered; however, Rowan County DSS stepped in to partner with Innovative Approaches to fill this need. As a result, 18 resource parents participated in the training. Sixteen of those parents were Rowan County resource parents. Carol Cranford, Executive Director of Cabarrus Health Alliance, wrote "Hi Donna! Just wanted to say thank you to you and your staff for promoting the Toxic Stress Training we held on Saturday. Out of the 18 parents attending, 16 were from Rowan County. And they were a great audience! Really engaged in the training and asking lots of good questions. We look forward to working with your foster parents and staff again soon."

***Child and Family Services Review (CFSR)***

This year North Carolina will be one of the first States in the nation to experience the new version of the CFSR. On February 27<sup>th</sup>, Program Administrator Smith will participate in a webinar targeting county questions related to this federal review including "How will "Round 3" differ from previous rounds? How will county DSS agencies be affected? How will North Carolina fare?" RCDSS is preparing for this review by completing quality assurance checks on Permanency Planning files. Permanency Planning workers are working Saturdays in February to ensure their documentation is complete and up to date so the records can be properly reviewed. Also, the workers are being required to complete all required home visits within the first three weeks of the month from now on so those dates case be appropriately tracked and workers can focus on documentation of case activity during the fourth week of the month. As stated in previous Division Reports, the Permanency Planning unit's 100% compliance with State standards is a large part of our 2015 strategic plan.

***Third Practice Model Presentation***

Program Administrator Smith and Director Fayko attended a presentation of a third option for a State-wide case management model for Child Welfare. This model is titled "The SDM System: Integrating Tools and Practice". It focuses on a combination of solution-based casework, Signs of Safety and use of the Structured Decision Making tools currently used by our social workers. The State will be scheduling a meeting with county representatives to have open dialogue regarding the strengths and challenges of each of the three models presented: 1) Solution Based Casework, 2) Signs of Safety, and 3) The SDM System: Integrating Tools and Practice. The plan is reportedly to implement one of these strategies statewide.

**Fiscal Division Report  
Kelly Johnson, Budget Analyst  
February 2015**

**Budget**

As of the end of January with 58% of the fiscal year gone by, we have spent 50% of our budgeted expenditures and received 45% of our revenues. (Revenues do not come in until one or two months after the expenditures are recorded and reported.) We have used 59% of our county funds, which will be lower when all of our revenues are received for January.

Although normal work operations continue, the focus for the month of February is the budget. Budget estimates were released on February 13. Data is being compiled and processed in order to complete and submit the County Budget before the March 13 deadline. Some budget highlights requested for fiscal year 15-16 are: Northwoods Compass Document Management for Child Welfare to implement automation and new positions in Economic Services, Adult Services and Children's Services as well as some position re-classes in Economic Services and Children's Services.

Parallel to processing the budget, we have examined needs within each division that can be purchased with existing funds in the current budget. Not only will this be beneficial in helping employees to have the necessary tools for their job, but it also decreases the amounts for the upcoming budget request.

**Funding Authorizations**

Counties received funding for Foster Care Caseworker Visits. This funding covers the administration time for workers making visits to promote safe and stable families. Fiscally, this funding relieves the burden of TANF dollars.

**ADMINISTRATION****January 2015**

<b>EXPENDITURES SUMMARY</b>	<b>BUDGET APPROPRIATION</b>	<b>SPENT YEAR TO DATE</b>	<b>NO. OF MONTHS REMAINING</b>	<b>PERCENTAGE PROJECTION</b>
Services, Programs, Staff & Operating Costs	13,278,727	6,791,614.76	5	
County Funds (General Assistance, Drug Screening)	40,400	17,042.94	5	
Child Day Care Payments	3,998,664	2,053,863.65	6	
Public Assistance				
Adoption Assistance IV-B	135,600	53,207.75	5	
Adoption Assistance IV-E	190,600	96,804.57	5	
State Foster Home Program	1,174,032	252,506.82	6	
IV-E Foster Care	1,345,337	454,632.59	6	
Assistance to the Blind	5,600	4,960.00	0	
Crisis Intervention and Low Income Energy	1,032,932	815,238.75	5	
Medicaid	10,500	(371.95)	5	
S/C Special Assistance-Aged	478,414	241,048.00	5	
S/C Special Assistance-Disabled	499,982	268,506.50	5	
Work First-Emergency Assistance	9,000	-	5	
Work First Assistance Payments	5,000	543.00	5	
Home and Community Care Block Grant				
Administrative/Staff Costs	48,832	20,252.22	5	
Adult Day Care Contract	44,100	16,375.60	6	
In-Home Aide Contract	146,793	66,210.63	6	
Grand Total	22,444,513	11,152,435.83	5	85%

**CHANGES TO BUDGET FROM PREVIOUS MONTH**

	<b>Account</b>	<b>Increase</b>	<b>Decrease</b>
Funding Authorization-Children's Services-Caseload Reduction	101-5349-444-xx-xx	39,314	
One Church One Child Donations	101-5395-444-83-02	12,466	
Total Increases/Decreases		51,780	

**PERSONNEL CHANGES****YEAR TO DATE**

Number of permanent positions	205	**new CPS position
Number of promotions	2	13
Number of demotions	0	3
Number of new hires	10	35
Number of lateral transfers	0	2
Number of resignations	8	35

## Director's Report February 2015

### Personnel Changes:

**New hires:** Viridiana Salgado-replaced William Jones-IMCII  
Laura Porter-replaced Genthian Solorzano-IMCII  
Tina Parsons-replaced Brandy Frick-IMCII  
Holly Mullins-replaced Michelle Adams-SWIII Adoptions

**Promotions:** Susan Pfannes-replaced Sheila Holshouser-IMCIII to IMSII  
Stephanie Barber-replaced Jennifer Harrison-IMCIII to IMSII  
Ashley Foster-replaced Ashley Elliott-IMCI Temp to IMCII

**Resignations:** Joyce Murdock, IMCII  
Kristen Altamirano-resigned-OAIII to stay home with newborn

### DSS Strategic Planning:

Each year the DSS Senior Leadership Team engages in identifying goals for the agency. For 2015, as our leadership team grows and transitions, we engaged in a one day strategic planning meeting to begin development of a 3-year operations plan. Several of the more complex outcomes that we will strive to achieve require multi-year focus, training, and implementation.

During this planning meeting we reviewed the DSS Vision Statement: "To Provide, Protect and Serve with Excellence" and the Mission Statement: "To strengthen the quality of life for our citizens, in partnership with our community, by protecting and providing resources to individuals and families while being accountable and outcome focused" as our overarching guidance.

	Positive	Potentially Negative
Internal	STRENGTHS	WEAKNESSES
External	OPPORTUNITIES	THREATS

(c) 2012 Alyssa Gregory

We then conducted a SWOT analysis of each division within the department: Economic Services, Social Work Services, Child Support, Fiscal and Administrative. We assessed the strengths, weaknesses, opportunities and threats for each, taking into account both internal and external factors

We have already compiled relevant key performance indicators as presented in our data dashboards. However, we recognize the need to revise some of these indicators in order to assist in driving performance such as timely FNS and Medicaid re-certifications. The next step

in our planning process will be to draft a departmental operations plan. We will use the data from the SWOT analyses to devise a plan to use our strengths to decrease the identified threats. We will begin identifying SMART (specific, measurable, achievable, realistic and time specific) goals for the identified opportunities. Lastly, we will continue to focus upon our culture change to create an agency that exemplifies Service Excellence.



The SLT would like to request that April's Board meeting be utilized as a working session to review the operations plan and provide input as to any goals that the Board has for Rowan DSS. Lastly, as new county leadership at the Manager and Commissioner's levels define their strategic planning goals, DSS will then strive to align our goals with those of the county. These steps will help us to build a performance based agency with clear expectations and indicators of success.

### **Bridges out of Poverty**

Bridges Out of Poverty is a unique and powerful community support program that helps service providers and businesses to understand those living in poverty and the constant survival mode they operate within. Based in part on Dr. Ruby K. Payne's Framework for Understanding Poverty, Bridges can assist with the redesign of programs to better serve people we work with; build skill sets for management to help guide employees; upgrade training for front-line staff like receptionists, case workers, and managers; improve treatment outcomes in health care and behavioral health care; and increase the likelihood of moving from welfare to work. It provides a new lens through which individuals can view themselves, their community and, for DSS, the customers we serve. It can help DSS staff to understand how the hidden rules of class impact their engagement of customers, thus enhancing the relationship building and perception of the agency in the community. This is a model that I would like to embrace for Rowan DSS and invite our DSS Board members to experience. We have the opportunity for free training here in our community and will include this training in our strategic plan.

### **Intern**

I have taken a 4<sup>th</sup> year Bachelor of Social Work student from Livingstone College as an intern for this semester. **Alexis Soloman** will work closely with me to experience social work at the mezzo level. She is interested in exploring career opportunities in management of a human services agency. Mezzo social work practice deals with small-to-medium-sized groups, such as neighborhoods, schools or other local organizations. Examples of mezzo social work include community organizing, management of a social work organization or focus on institutional or cultural change rather than individual clients. We are excited to have Alexis and look forward to exposing her to a wonderful learning experience.

Respectfully submitted,  
Donna Fayko, M.Ed.



Donna F. Fayko, Director  
1813 East Innes Street. Salisbury NC 28146  
Telephone: 704-216-8330 · Fax: 704-638-3041  
<http://www.rowancountync.gov/dss/mainpages>  
February 2015

Dear Foster Parents,

By the time you receive this newsletter, you all would have met to organize your Foster Parent Association. The National Foster Parent Association (NFPA) is also available for support to you as well. Take time and visit their website at <http://www.nfpaonline.org/>. This month's article is from their website. The Preventing Sex Trafficking and Strengthening Families Act, PL 113-183, was signed by President Obama on September 29. This link highlights some important parts of the act that affect foster, adoptive and kinship families.

- Board checks will be mailed out on February 13, 2015.
- **Foster Parent In-service, Monday February 23 from 6-8 in the Children's Services conference room.** Cabarrus Health Alliance will conduct training on "Introduction to Triple P and Health Care Guidelines". Triple P is a trauma focused parenting class.
- Girl Scouts will continue meeting monthly during our in-service meeting time. Please contact me if the girls in your home would like to participate. This is free of charge and an excellent opportunity for the girls.
- If we have winter weather on any upcoming in-service evenings, I will send out an e-mail and put a message on my voicemail. You can call me at 704-216-8467 and the message will tell you if the in-service has been cancelled.
- If you did not receive your new foster parent ID cards for 2015, please call and let me know. They were inserted in the mailing with your January newsletter.
- One of the requirements of maintaining your foster homes is that you keep a Medication Administration Record (MAR's) daily for each child that is taking medication in your home. I will be checking these records when I do your home visits.
- The "One Church One Child" Assistance Center at Main Street United Methodist Church at 1312 North Main St. in Salisbury will be OPEN from 9 am to 11 am and 1:30 pm to 4:00 pm on these dates in February: Monday Feb. 2, Thursday Feb. 5, Monday Feb. 9, Thursday Feb. 12, Monday Feb. 16, Thursday Feb. 19, Monday Feb. 23, and Thursday Feb. 26. Items available to foster families include children's clothes of all sizes, shoes, socks and underwear, baby items, toys, school supplies, and diapers, and you are welcome to anything you can use for foster children in your home. Jon Hunter will be there most of the time, and there will be volunteers as well to help you. Bring your Foster Parent ID card with you (or they can look up your name on our list of foster parents). You will need to give Jon or the volunteer the name of the foster child(ren) the items are for.

>>OVER

- REMINDER: We are recommending that all of our Rowan County Foster parents attend the training on **Saturday, February 7, “Toxic Stress”**, at the Cabarrus Health Alliance from 8:30 am – 12:30 pm. Breakfast, parent stipend, and child care will be provided.

And as always, thank you for ALL you do every day for our children.

*Wendy J*

Wendy G. Baskins  
Foster Home Licensing Worker  
Office 704-216-8467  
Cell 704-267-6054  
wendy.baskins@rowancountync.gov

## **PL 113-183 Preventing Sex Trafficking and Strengthening Families Act Highlights**

The bill has three titles:

- ☐ Title I focuses on the provisions to help states identify, track and develop services for children who are believed to be in danger of being trafficked.
- ☐ Title II includes a series of child welfare provisions related to improving the Adoption Incentives program and extending Family Connections Grants.
- ☐ Title III improves the process for getting international child support by allowing tribal governments and authorized foreign agencies to access the Federal Parent Locator Services.

### **Key Provisions:**

- ☐ Family Connections grants are extended through FY 2014. There is no longer a requirement that 1/3 of the allocation be used to support kinship navigator programs.
- ☐ Reinvestment for Savings of Post Permanency supports: States must calculate the savings gained from de-linking Title IV-E adoption assistance and how they were applied to other child welfare services. States must use 30% of the savings for post adoption/guardianship services. The savings must be used in addition to, and not instead of, other Title IV-E/B funds.
- ☐ Guardianship assistance is portable (i.e., follows the child) to a successor guardian if the guardian dies and a successor has been named.
- ☐ States must develop policies and procedures regarding services for children who are suspected of being involved in sex trafficking.
- ☐ States must make a report of a child missing from foster care to the police, NCIC and the National Center for Missing and Exploited Children within 24 hours of a child missing from care.
- ☐ States must establish a “reasonable and prudent parent standard” for foster parents to approve the child to participate in age and developmentally appropriate activities without social worker pre-approval.
- ☐ APPLA (Another Planned Permanent Living Arrangement) will only be allowed as a goal for children who are 16 and older.
- ☐ Children 14 and older must participate in the development of their case plan. The child may also choose 2 people who are not their foster parents or caseworker to be a part of their planning team.

- ☐ Case plans for youth 14 and older must contain a document which outlines their rights and there must be a signed acknowledgement by the youth that they have received the documentation.
- ☐ Youth who are leaving care must be provided a birth certificate, social security card, medical records, health insurance information and a driver's license or state ID when they leave care.
- ☐ Agencies must notify the parents of a child's siblings when the child is removed from a parent's care. Agencies must now also notify adoptive parents of a sibling as they are considered kinship/relative parents for a sibling who needs placement.
- ☐ The Adoption Incentive Program is renamed the Adoption and Legal Guardianship Incentive Payments Program and is authorized through 2016. States may now receive payments based on the number of guardianships as well as special needs adoptions. The categories and amounts have also been changed to include \$5000 for foster care adoptions, \$7500 for pre-adolescent adoption and guardianship, \$10000 for older child adoption and guardianship, and \$4000 for foster child guardianship. The incentives are now based on the rates of adoption and guardianship rather than the previous fixed baseline. These provisions take place as if the law was passed in October 2013.
- ☐ States must analyze and collect data on children who re-enter foster care from adoptive or guardianship placements and report via the HHS regulations.

\*\*This document was produced by the National Foster Parent Association with the assistance of Generations United and the National Foster Care Coalition documents.

10-14-14

<http://www.nfpaonline.org/Resources/Documents/2014/Preventing%20Sex%20Trafficking%20and%20Strengthening%20Families%20Act%20Highlights.pdf>



# March 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 Adult Svcs Unit 8:30 In Home 10:00	3 PEER Review 9:00 CCPT 12:30 RPL MAPP 6:00	4 APS Screening 8:30	5 PFE 2:00 Celebrating Families 6:00	6 Pay Day Bring a canned good Day Care 8:00 CSLT 9:00	7
8	9	10 Out of Home 8:00 PEER Review 9:00 Automation 10:00 MAPP 6:00	11  NCSSA 8:00 Chicken Dumpling Lunch	12 Celebrating Families 6:00	13 Time Sheets due CSLT 9:00	14
15	16 Travel due to Donna P. In Home 10:00 Innovative Appr. 10:00	17 PEER Review 9:00 MAPP 6:00	18 SOC Collab. 1:00 LINKS 3:30	19 ESD Start Team 9:00 Celebrating Families 6:00	20 Pay Day Bring a canned good APS Screening 8:30 CSLT 9:00	21
22	23 Foster Parent In-Service 6:00	24 PEER Review 9:00 DSS Board 5:30 MAPP 6:00	25 Leadership Acad 9:00 Adoptions Comm 2:00	26 <b>Time Sheets due</b> ESD Unit 8:00 Celebrating Families 6:00	27 Travel Checks Distrib. Time Sheets Keyed Children's Svcs Div 9:00	28
29	30	31 PEER Review 9:00 MAPP 6:00				

**Parking Space Winner - Janeen Reid**



**Compatibility Report for Calendar.xls**  
**Run on 10/27/2011 17:00**

The following features in this workbook are not supported by earlier versions of Excel. These features may be lost or degraded when you save this workbook in an earlier file format.

**Minor loss of fidelity**

**# of occurrences**

Some cells or styles in this workbook contain formatting that is not supported by the selected file format. These formats will be converted to the closest format available.
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1

**ITEM TITLE:** Data Dashboards

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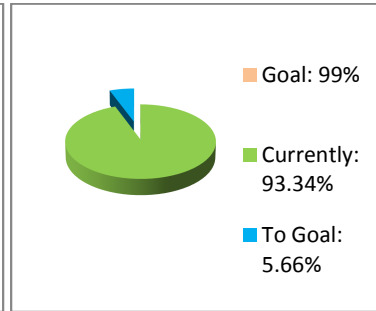
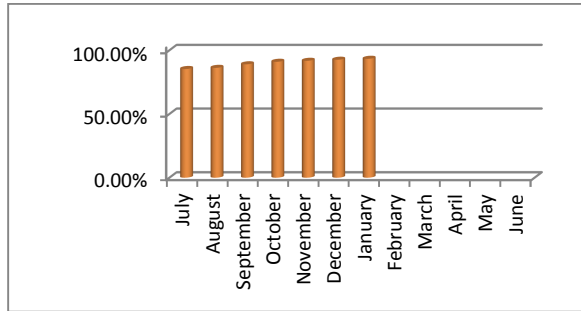
**ATTACHMENTS:**

<b>Description</b>	<b>Upload Date</b>	<b>Type</b>
<a href="#">Child Support Dashboard</a>	2/19/2015	Cover Memo
<a href="#">Economic Services Dashboard</a>	2/19/2015	Cover Memo
<a href="#">Social Work Services Dashboard</a>	2/19/2015	Cover Memo

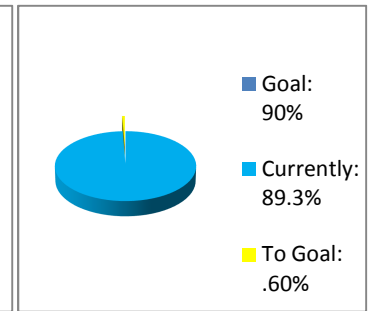
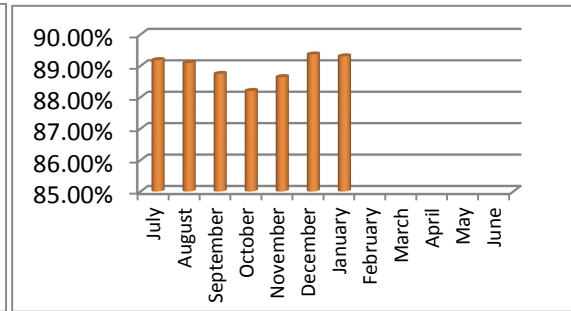
# Child Support Data Dashboard

## Child Support Incentive Goals

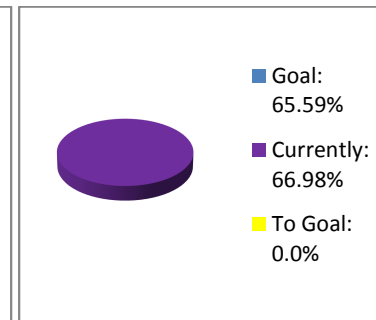
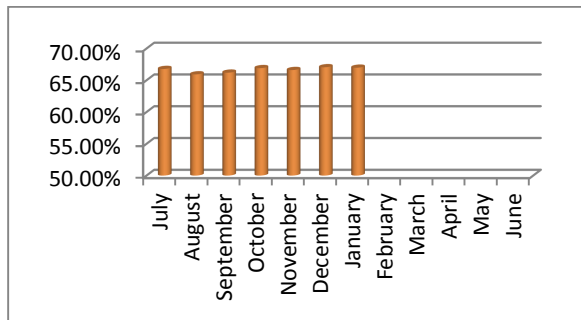
### Paternity Establishment – Goal 99%



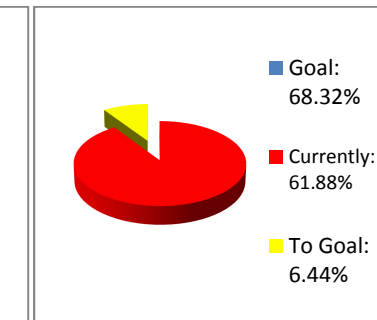
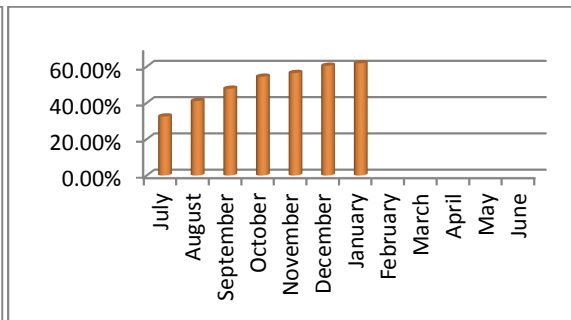
### Cases Under Order – Goal 90%



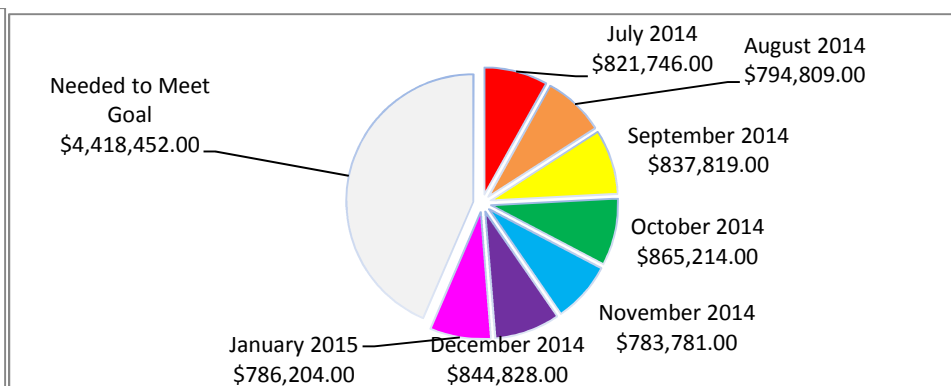
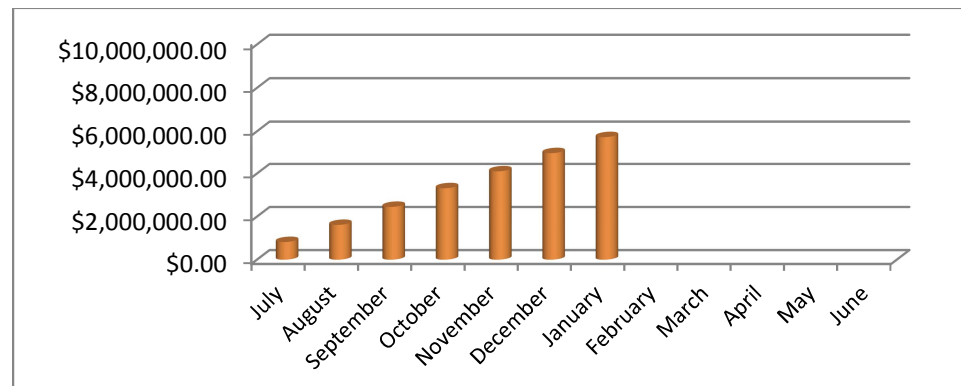
### Collection Rate – Goal 65.59%



### Cases with Payments to Arrears – Goal 68.32%

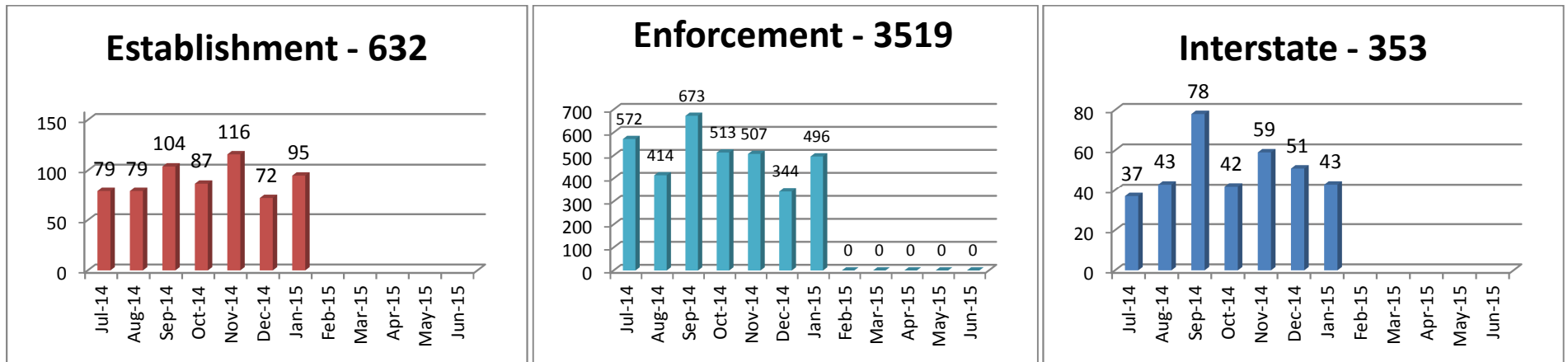


### Total Collections – Goal \$10,341,700



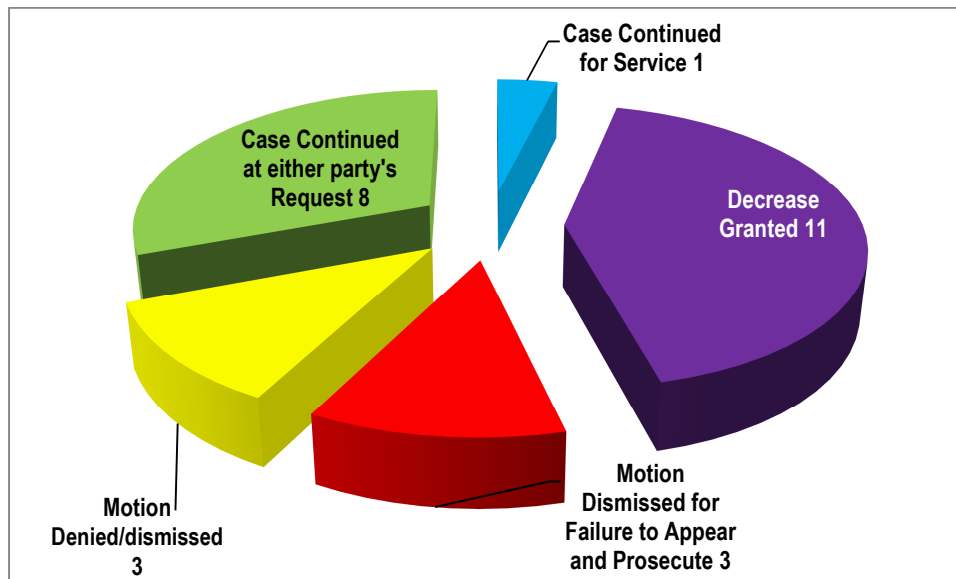
## Child Support Data Dashboard

### Number of Cases in Court – YTD Total – 4,504

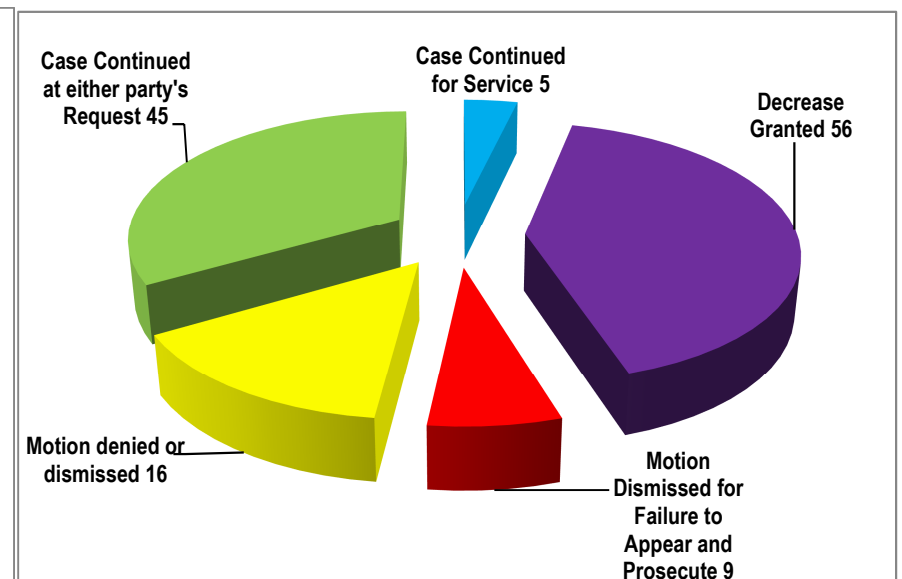


### Non-Custodial Parents Requesting Decreases

#### January 2015 – 26 Decreases Requested

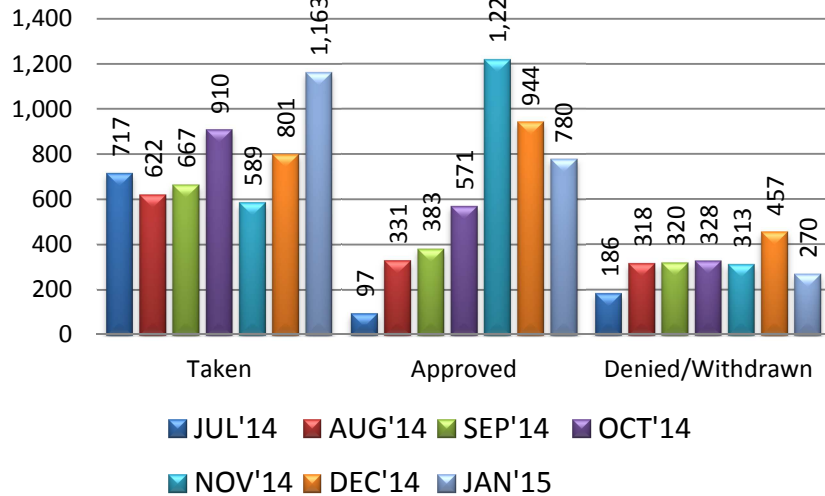


#### FY 2014-2015 – 135 Decreases Requested

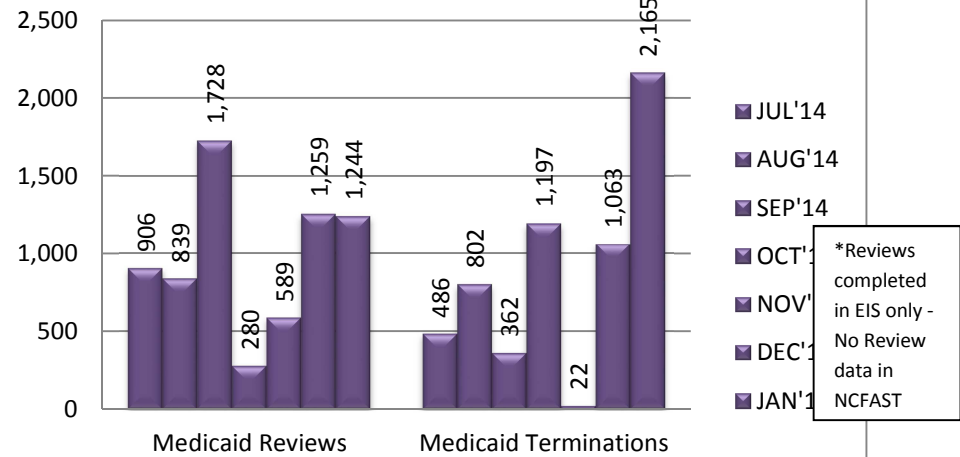


## Economic Services Data Dashboard -2014-2015 Fiscal Year

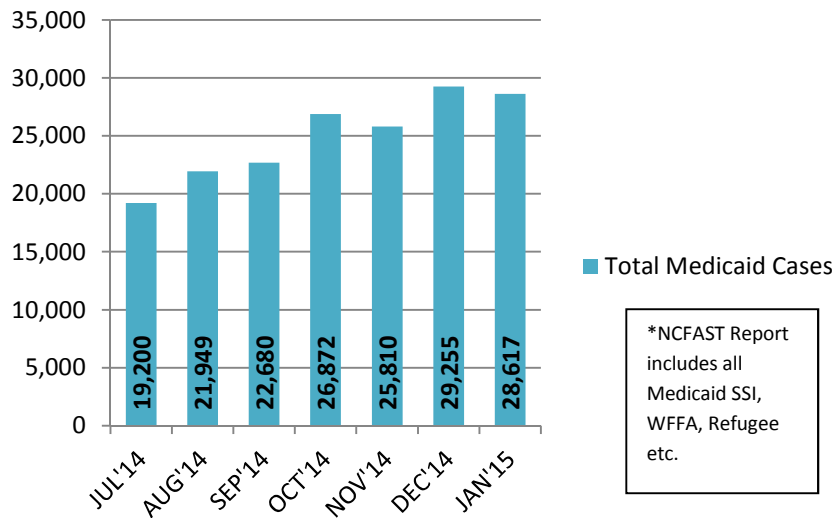
### Medicaid Applications



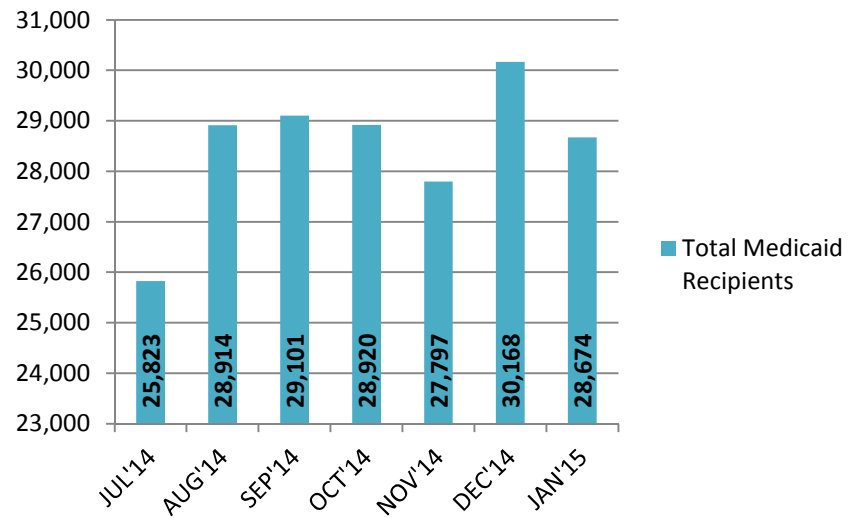
### Medicaid Reviews and Terminations



### Total Medicaid Cases

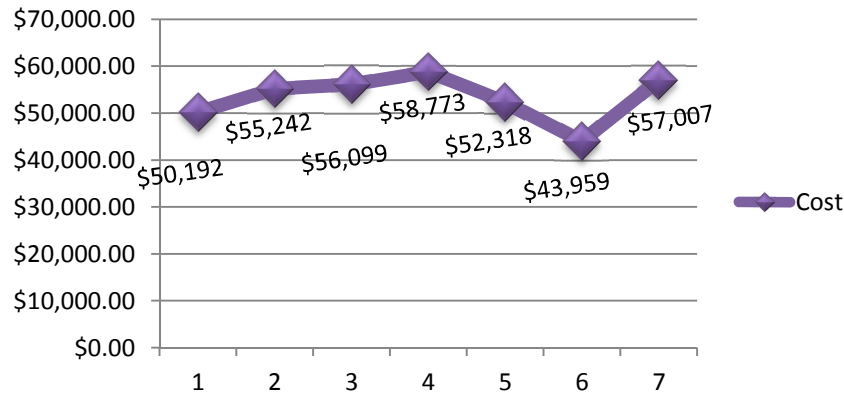


### Total Medicaid Recipients

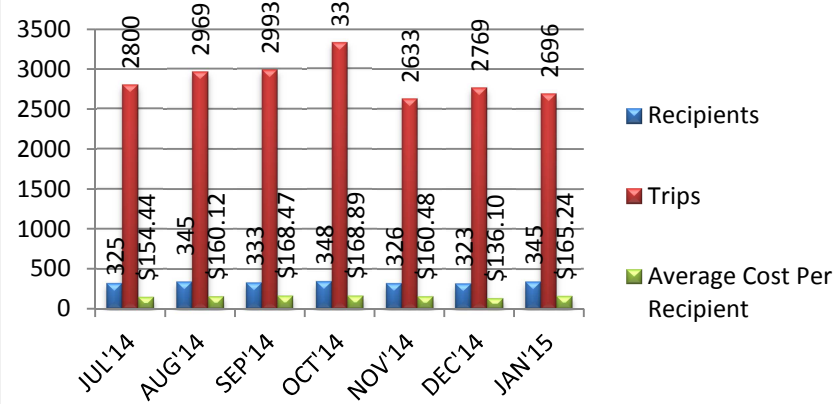


## Economic Services Data Dashboard -2014-2015 Fiscal Year

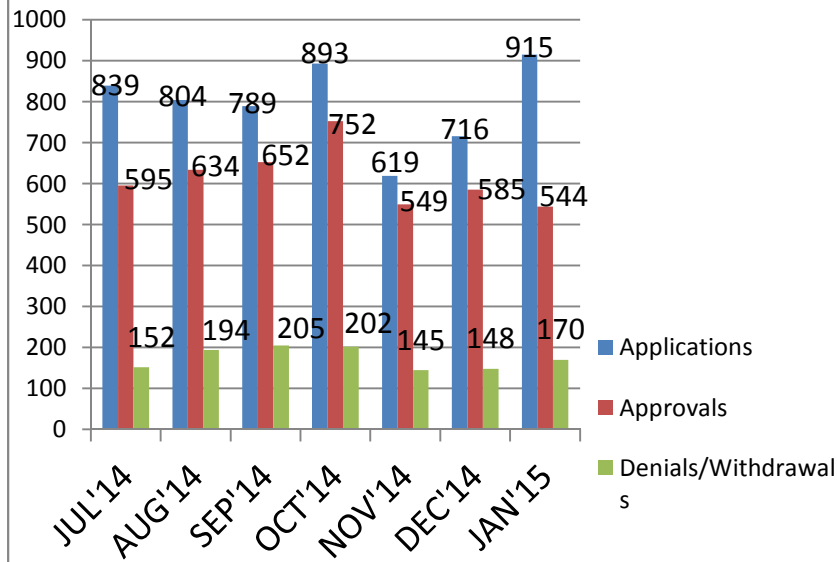
### Medicaid Transportation - Total Cost



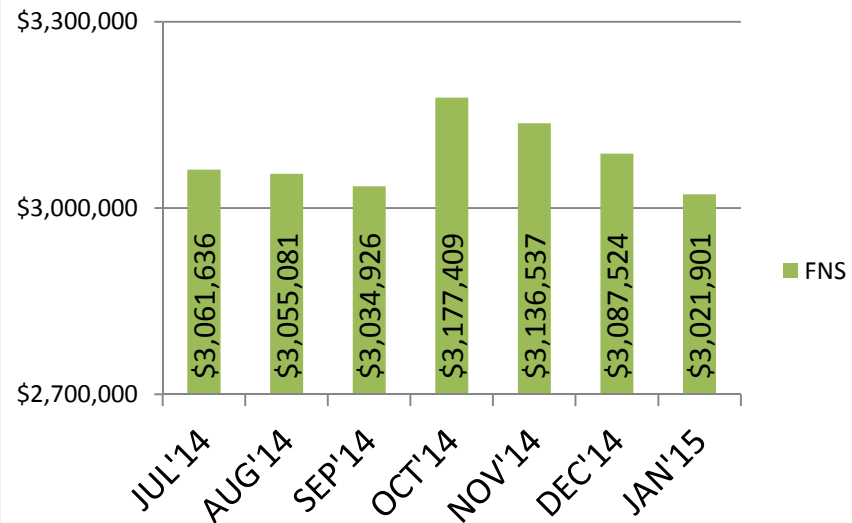
### Medicaid Transportation Average Cost Per Recipient



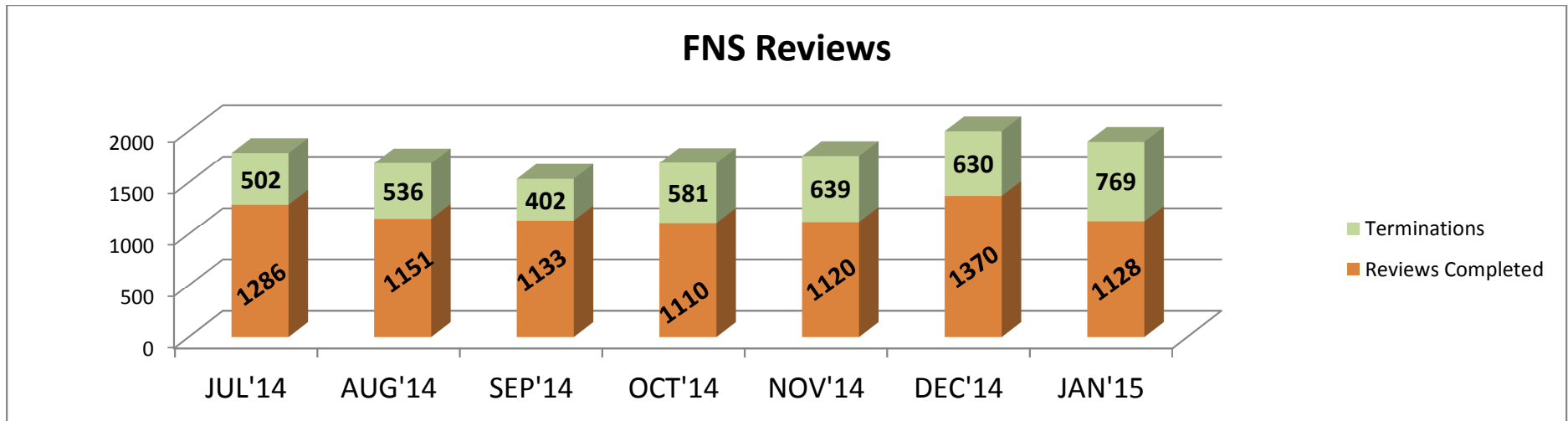
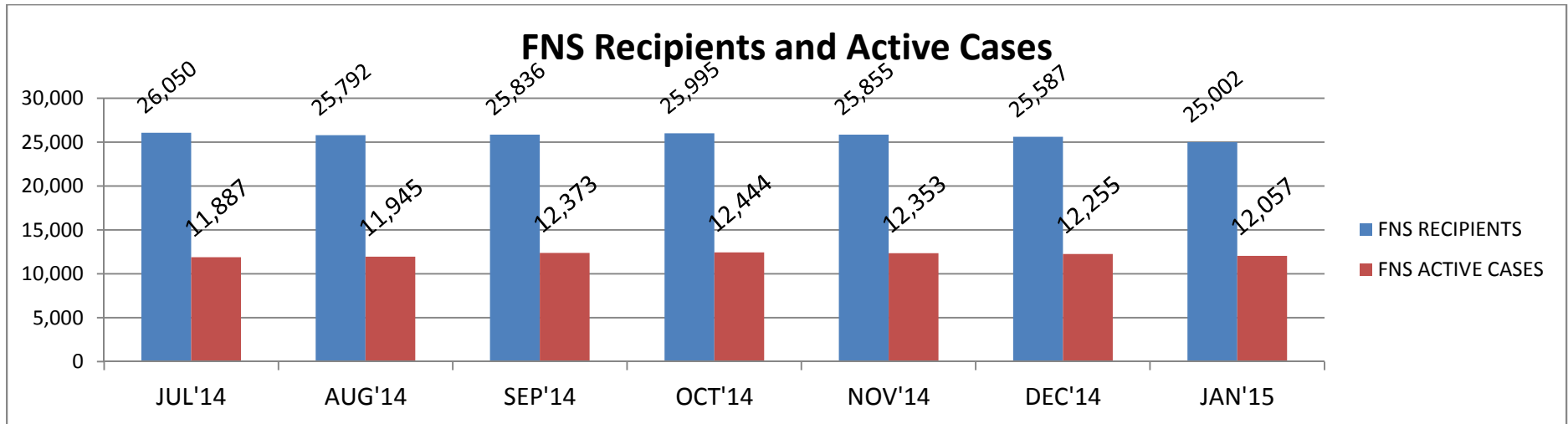
### FNS Applications



### FNS Benefits Issued



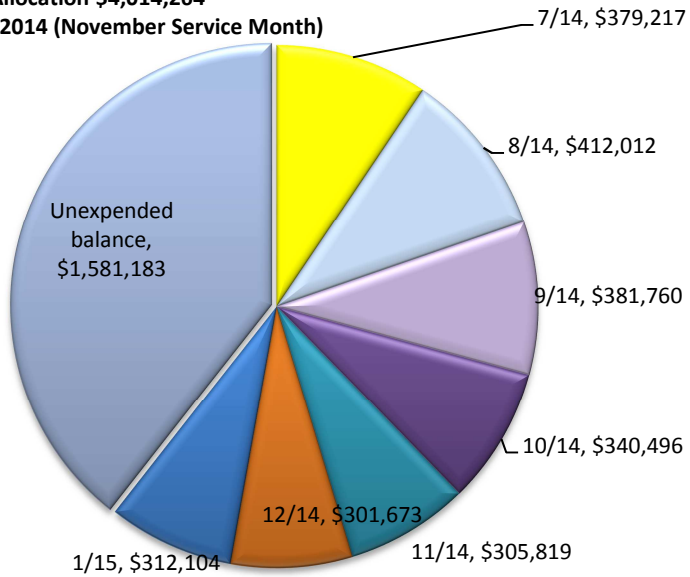
## Economic Services Data Dashboard -2014-2015 Fiscal Year



# Economic Services Data Dashboard -2014-2015 Fiscal Year

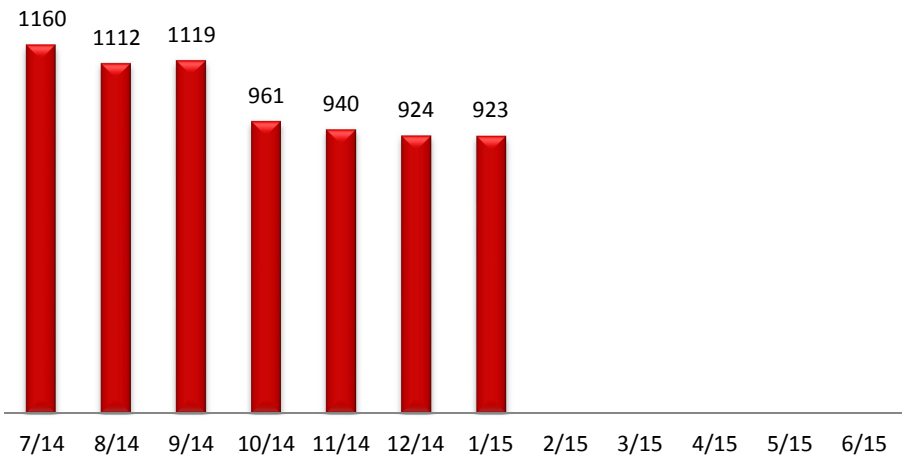
## Child Daycare

Yearly Allocation \$4,014,264  
Through December 2014 (November Service Month)

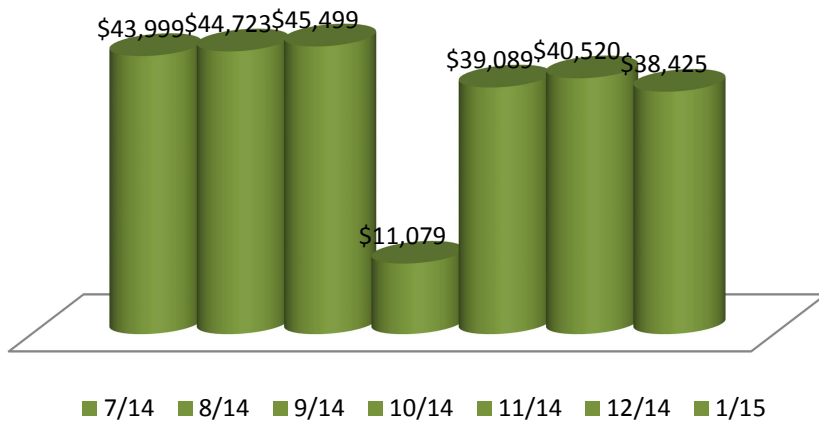


## Child Daycare

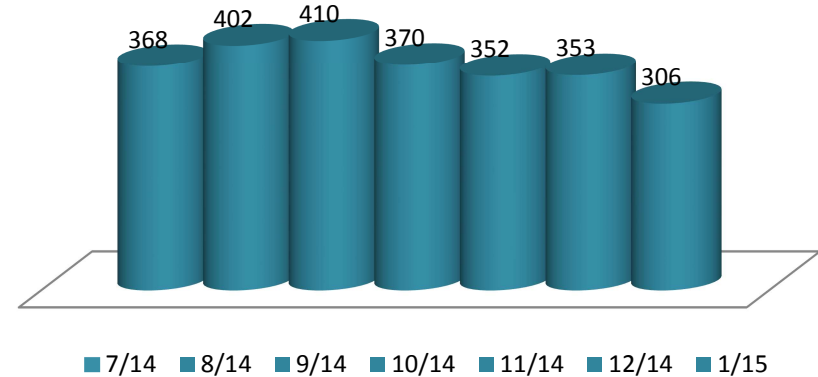
Monthly Total of All Children Served



## Work First Benefits Issues

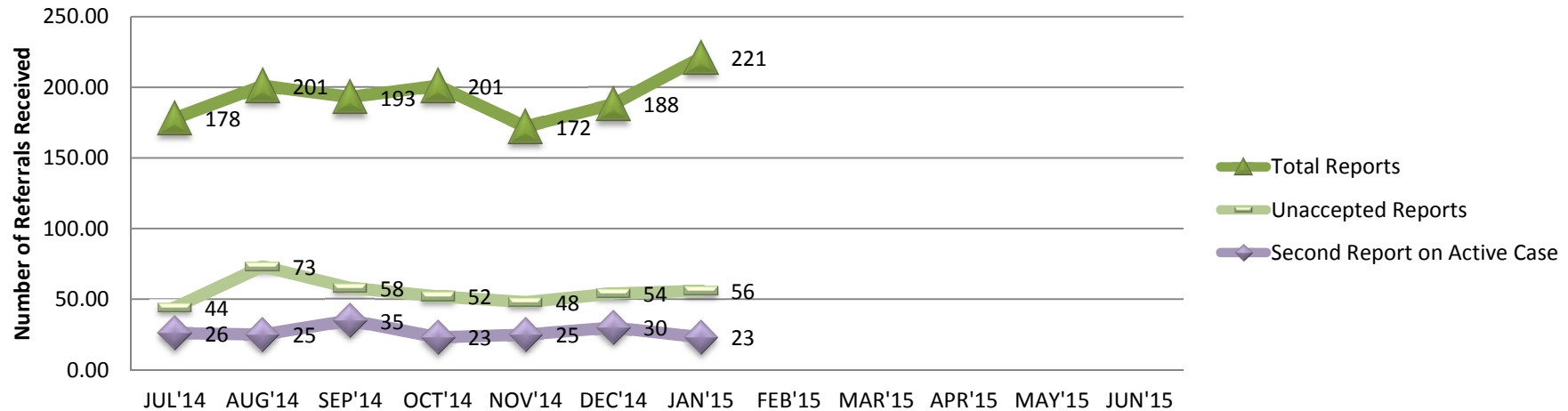


## Work First Recipients

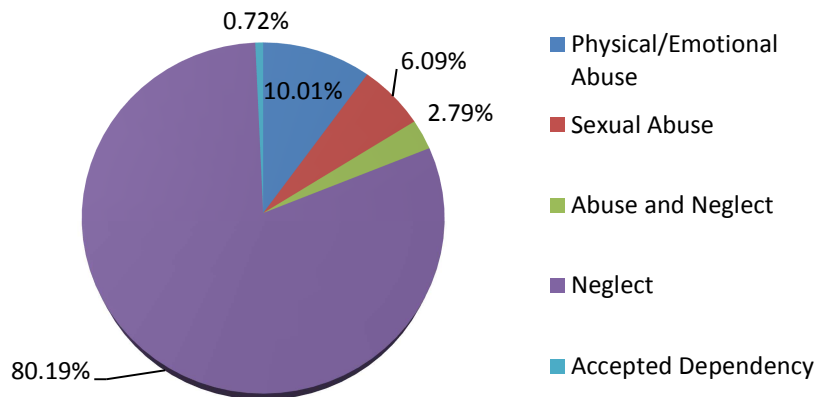


## Social Work Services Data Dashboard

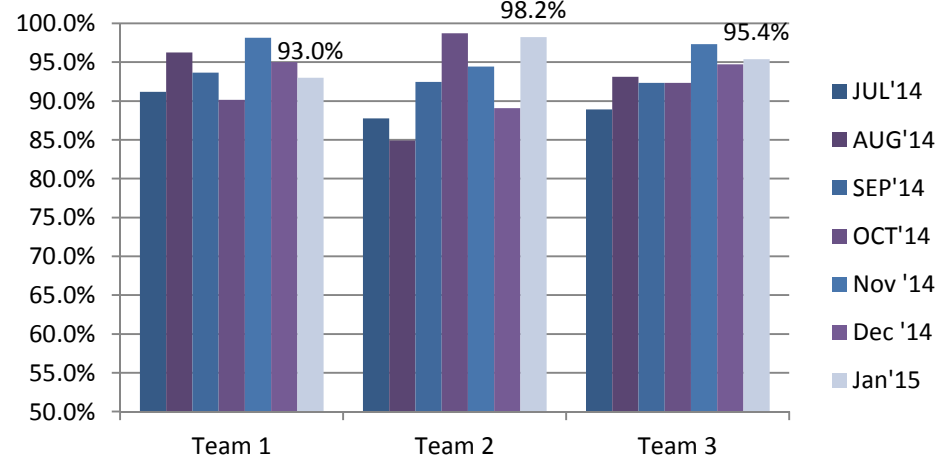
### CPS Intake Reports



### Accepted CPS Intake Reports by Type FY'14-15

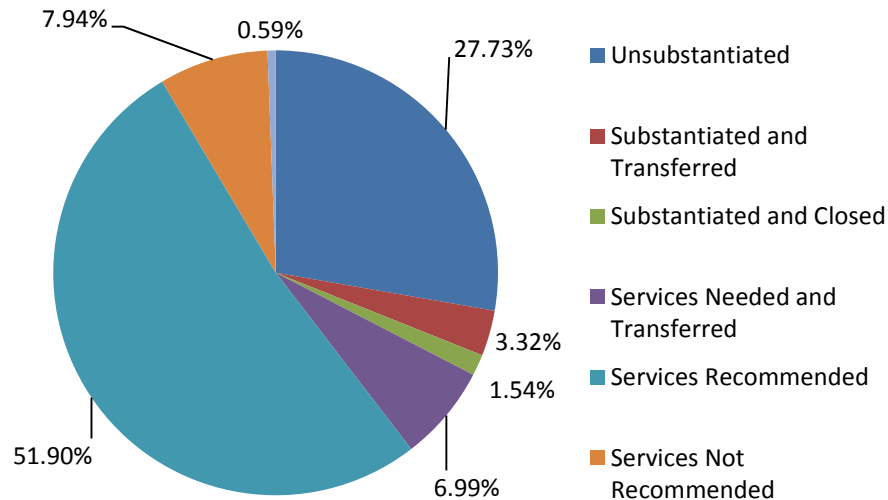


### Initiation Rates by Team Jul '14 to JAN '15

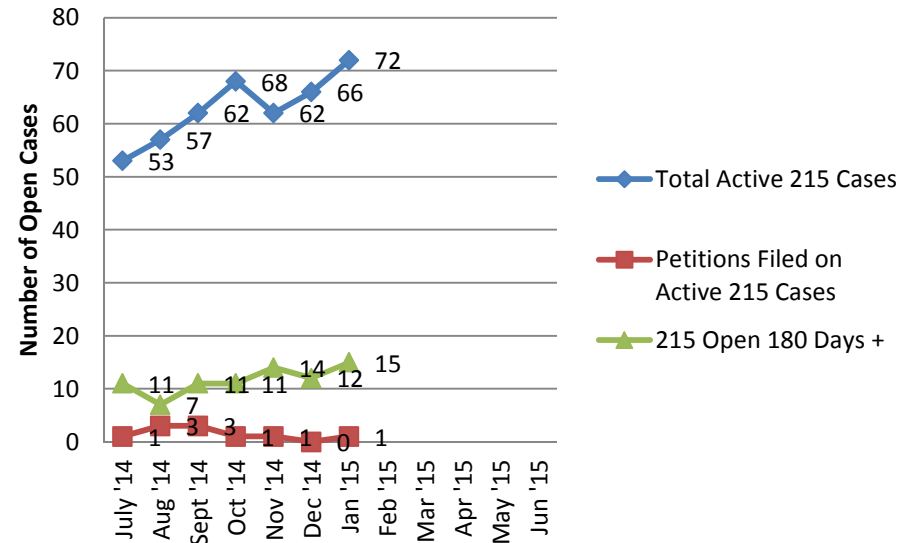


## Social Work Services Data Dashboard

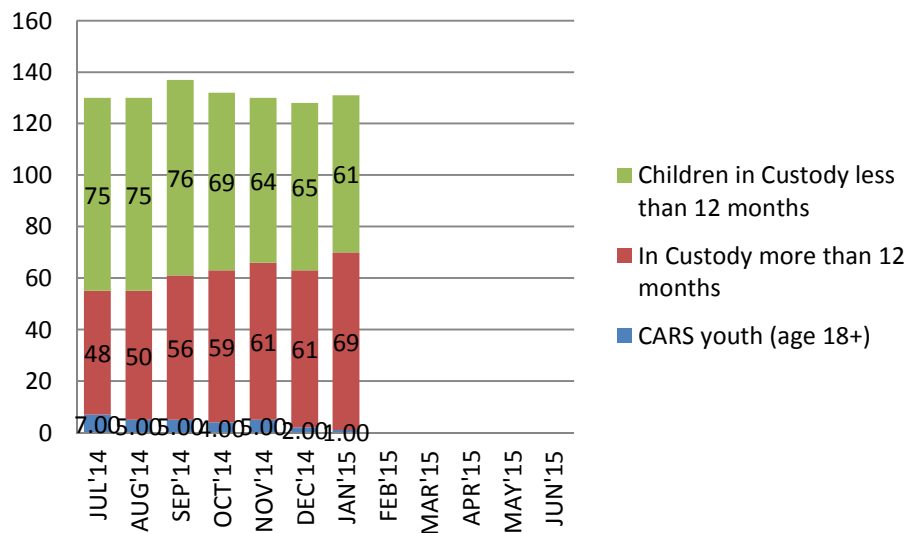
### CPS Findings FY '14-'15



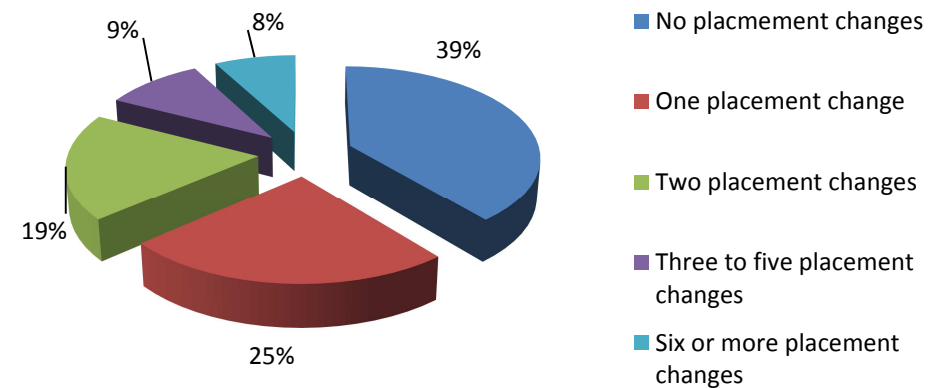
### In Home Services



### Number of Children in Foster Care

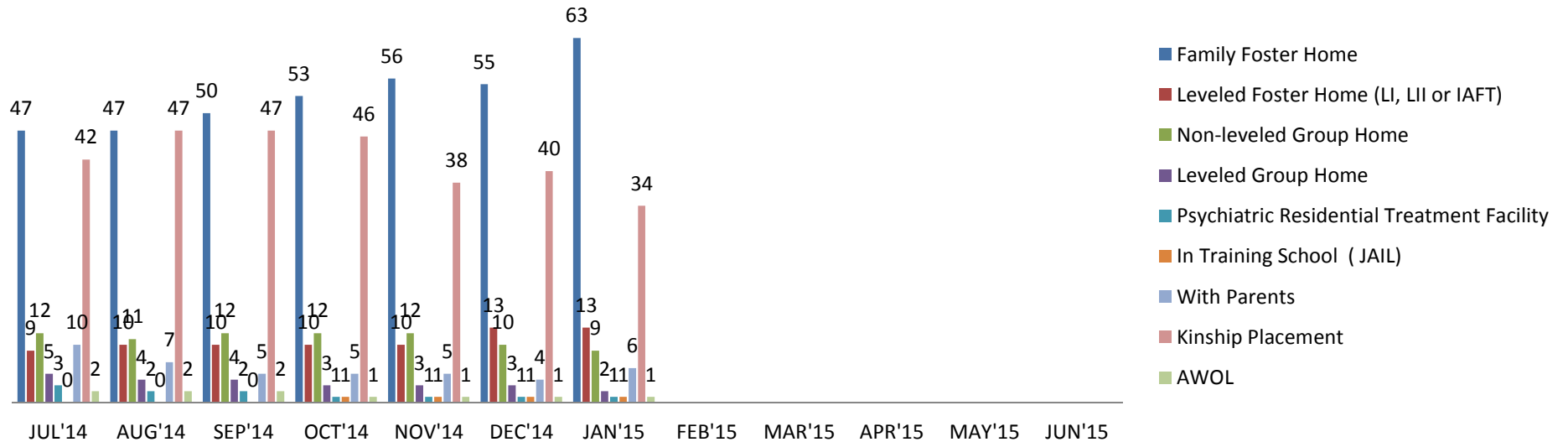


### Number of Placement Changes Per Youth in Foster Care FY' 14-15

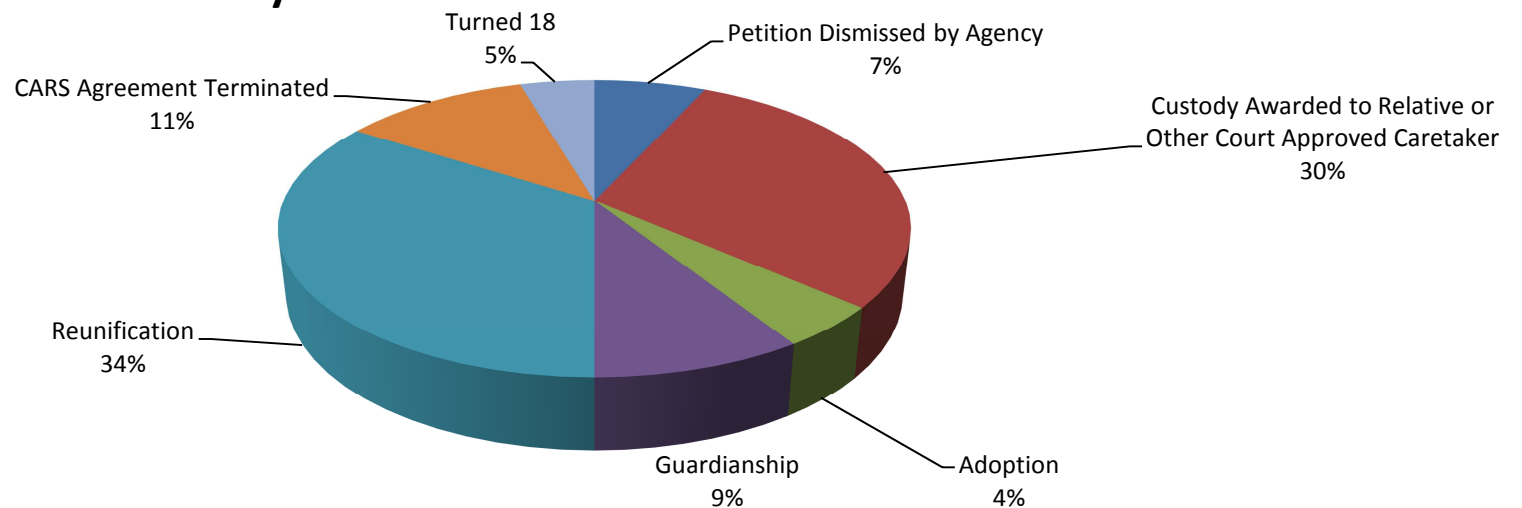


## Social Work Services Data Dashboard

### Foster Children's Placement Type FY '14/15

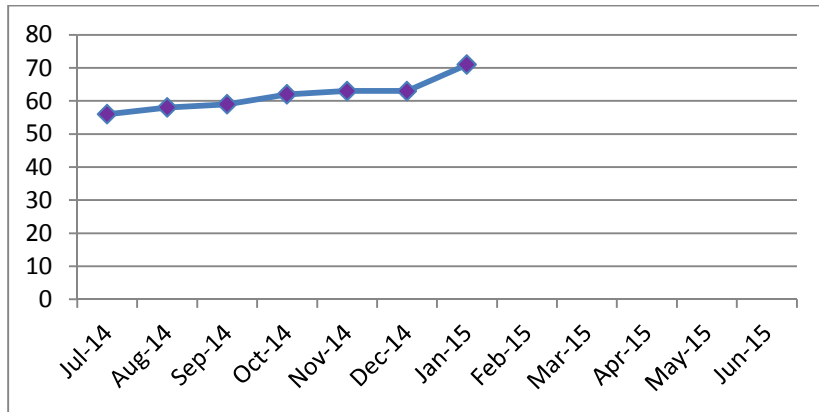


### Permanency Outcomes for Foster Children FY'14-FY'15

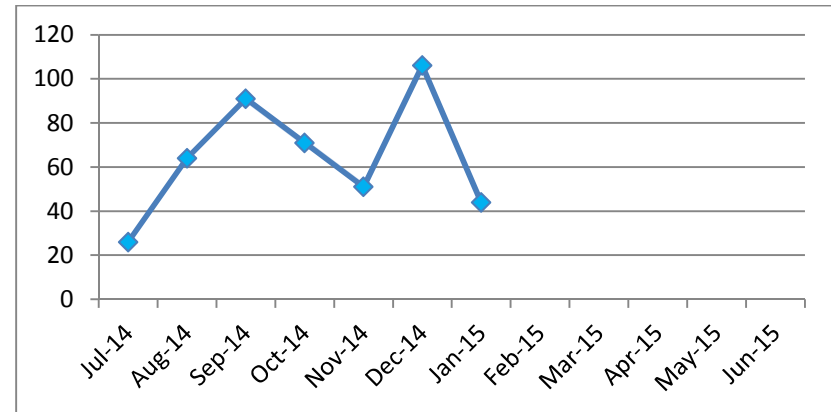


# Social Work Services Data Dashboard

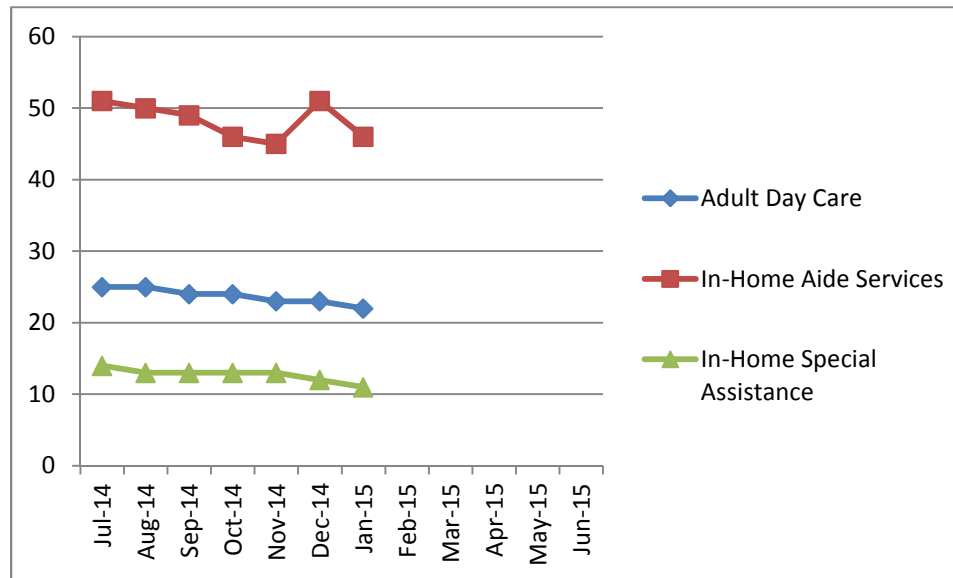
**Total Number of Guardianship Cases Per Month**



**Adult Services Number of Information and Referral Per Month**

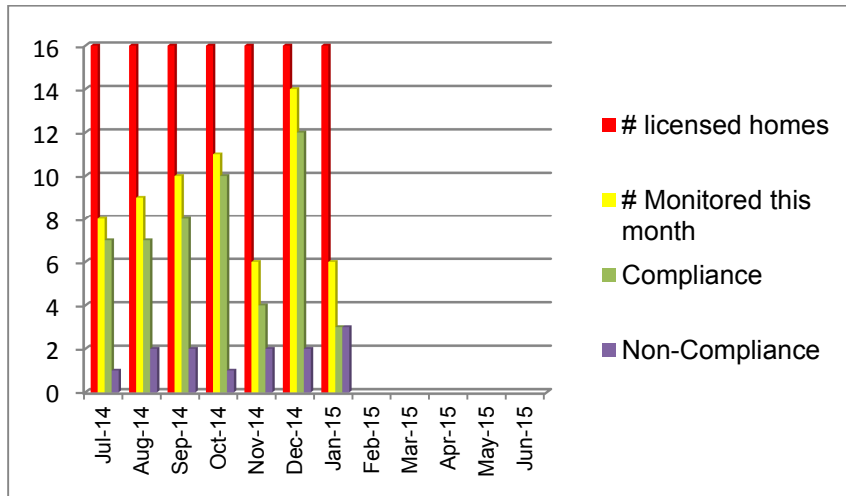


**Adult Services Provided Per Month**

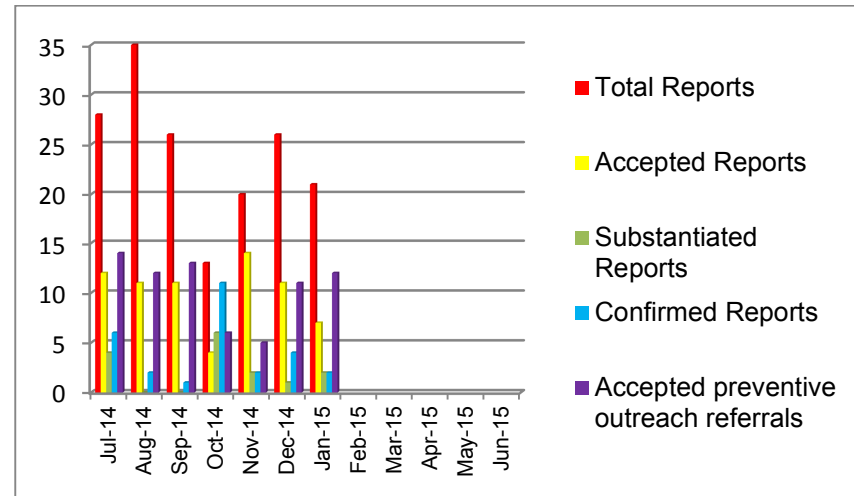


# Social Work Services Data Dashboard

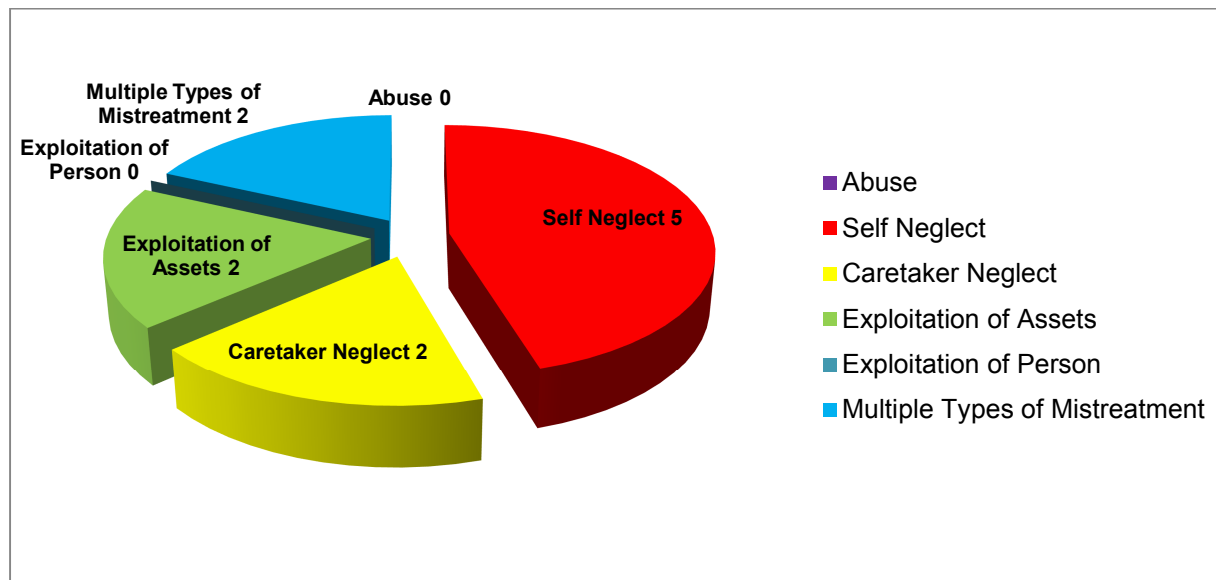
**Adult Care Homes Monitored**



**Adult Protective Services**



**Adult Protective Services Reports**



**ITEM TITLE:** In-depth review of Social Work Services Dashboard

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**ATTACHMENTS:**

Description	Upload Date	Type
No Attachments Available		

**ITEM TITLE:** Overview of FY'16 Budget Expansion

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**ATTACHMENTS:**

**Description**

**Upload Date**

**Type**

No Attachments Available